

CUSTOMER SERVICE SPECIALIST

General Statement of Duties

Performs responsible administrative support and fiscal work in support of the utility, cable, tax and other customer services.

Distinguishing Features of the Class

An employee in this class is responsible for providing reception, customer service, administrative support, and payment processing work. Work includes processing initial information for providing services; providing information on customer accounts, bills, and usage and assuring that feedback is given to the customer in a timely and professional manner. Work involves heavy public contact functions and coordination with field and other staff and departments within the City's organizational structure. Significant tact and diplomacy in working with customers are required in the work. Work includes contacts in person and by telephone and follows established policies and procedures. Unusual or difficult situations are referred to higher levels. Work is supervised by regular supervision and is evaluated through observation, review of records and reports, and feedback from customers served.

Duties and Responsibilities

Essential Duties and Tasks

Collects and processes revenue from utility customers, taxpayers and all other city revenue sources on a daily basis.

Reconciles daily cash receipts with data entry.

Processes customer requests and generates work orders for new services, transfers, upgrades, and disconnections.

Answers inquiries and questions in person and by phone about services, due dates, accounts, bills, payments, credit, extensions, and other areas for customers.

Types customer information into computer system and prints out application or service orders; assists customers with updating information on them in their files such as telephone number, addresses, name changes, and other identifying information.

Handles a variety of customer problems and complaints and follows established procedures for handling and resolving.

Checks on work orders, responds to customer account inquiries, and calls customers back on results and status.

Negotiates payment terms and establishes payment plans with customers.

Coordinates the re-connections of utilities accounts disconnected due to non-payment.

Performs various routine administrative support tasks for department staff including light typing, filing, etc.

Researches customer account and credit history for re-connections; tracks customers from one address to another and makes notations in account based on account history.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

General knowledge of the policies, procedures, and processes of the City in handling customer services issues and concerns.

General knowledge of the services available and the deposits, fees, and processes required.

Working knowledge of standard operating practices involved in modern office operation and serving the public.

Working knowledge of computer operations and their application to collections and account maintenance.

Working knowledge and understanding of the various utility and cable rates and schedules.

Skill in collaborative conflict resolution.

Ability to explain rules and regulations concerning applications and charges for utilities and cable services.

Ability to process and complete necessary records, reports, and other paper work to provide quick and efficient customer services.

Ability to deal with customers with tact and courtesy and maintain control in sensitive and difficult situations.

Ability to develop and maintain effective working relationships with customers, employees, and the general public.

Ability to operate a calculator, computer terminal, typewriter, cash register, and related office equipment.

Ability to communicate effectively in oral and written forms.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, reaching, standing, lifting, walking, fingering, grasping, feeling, talking, hearing and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, operate a computer terminal, and make visual inspections.

Desirable Education and Experience

Graduation from high school and some experience in customer services work and work using a computer, preferably in a public utility or collections; or an equivalent combination of education and experience.

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist that can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.